e-Mission: CYBER SURGEONS
A unique medical experience

Case Manager Instructions:

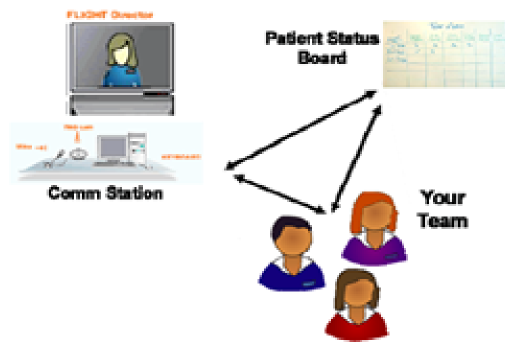
Your Task

You manage the patient cases for your team. You must ensure that every patient seen on the Mercy Ship by your team receives a *diagnosis, appropriate testing,* and *treatment.*
Note: It is recommended, but not required, to have two case managers per team. Prior to the mission they should discuss how to divide their responsibilities. For instance, they could each track only certain cases, or one could be in charge of the waiting room triage and the status board, while the other one is in charge of reporting to the Chief Medical Officer (CMO) from the patient chart.

Overview

You will be spending your time equally between discussing cases with your team and talking with the Chief Medical Officer (CMO) at the comm station.

It is vitally important that you understand each and every case so you are able to make recommendations to the Chief Medical Officer. Spend time discussing the cases with your specialists



Communication Protocol

- Every time you speak with the Chief Medical Officer, you should follow protocol. The Chief Medical Officer should be addressed as Officer ___(Name)______________.
- You should always end your message with "Over."
- After the Chief Medical Officer says, "over", if you have heard and understood the message, reply by saying, "We copy that" or "We read you." If you did not hear it correctly, state, "Did not copy. Please repeat."
- There are times the Chief Medical Officer will want to speak to particular specialists or to your whole team. Gently but firmly and loudly, get the attention of your team. They should look directly at you and say "Go Ahead", and after the message is complete, they should say, "Copy That" or "We understand."
- When you speak with the Chief Medical Officer, ALWAYS begin by stating **your name, your team name, and the patient name.**

Note: The Chief Medical Officer may ask you some questions about the case. If you do not know the answer, you are responsible to go to your team and get the answer. You will need to know which Specialist has the needed information. They will be busy with other cases, so do your best to get their full attention.

Patient Status Board

It is recommended (but not required) that you use a poster located on the wall in your room as a Patient Status Board that your team may see at a glance. You should use one poster board per team.

<u>Step-by-Step</u>

Shift Change

1. At the beginning of the mission, you will be starting a new shift. You will receive five cases from the previous shift. These have been printed for you. Take the partially-completed Patient Charts to your team and verbally review each case with them. To do so, briefly summarize what you read and summarize the progress on the case from the paper Patient Chart.
2. If you are using one, go to the Patient Status Board wall chart and update it with these cases.
3. Discuss the cases. Next, hand over the cases to the appropriate specialists-- one should go to Diagnostic, one to Med-Surg, and **three** to Clinical Intervention.

New Cases

4. The Chief Medical Officer will post new cases in the Waiting Room on the Smartphone. Check with your Diagnostic Specialists to see how many cases they are working. **If they are ready**, you may select one of these cases. Click on each patient and open their chart to read about the case. If you decide to accept the case, click the 'Accept' button on the Smartphone.
5. Take the time to read the chart carefully.
At any time, even before you accept the case for your team, you may read the chart by clicking on the name. Fill out the patient name, age and sex on a new paper Patient Chart. Note: After you accept the patient, it will be assigned through the computer to the Diagnostics Specialists to make the initial diagnosis.
6. **<u>This is important: As you take the Patient Chart to your team, ask Diagnostic to open that patient's med chart, and either you or they should summarize the information out loud for the rest of the team. This way the entire team is aware of each case and will be able to better work together.</u>** Failure to do so could result in a team failure or worse, a patient death. As the Case Manager, you are ultimately responsible that your team is working well together and that you yourself are aware of the details of the case.

Patient Charts and Patient Status Board

7. Your team specialists will each need to do two things: a) select appropriate information on their computer and b) fill out the paper Patient Chart. As they complete both, they should fill out and hand the Patient Chart back to you<u>. You should not take the Patient Chart unless they are able to accurately summarize what they have done and WHY. You will have to provide this information verbally to the Chief Medical Officer.</u>
8. Update the Patient Status Board on the wall if you are using one.
9. Read the **Final Diagnosis** and the **Treatment Protocol** from the Patient Chart to the Chief Medical Officer for each patient in your team's care.

Discharge

10. If the Chief Medical Officer recommends a discharge of a patient, congratulate your team and be sure to cross the patient name off of the Patient Status Board.

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